Facts
from **GTA**

www.gta.ga.gov

*Making it easier for everyone
to do business with government —
anywhere, anytime*

The General Assembly created the Georgia Technology Authority to use technology to enable citizens to do business with state government easily and efficiently. In addition, GTA's consolidated purchasing power allows the state to realize greater value for its technology expenditures. We have made significant strides, improving the state's capabilities and services while saving money.

Saving tax dollars

- A unique statewide software agreement negotiated by GTA allows state and local government agencies to save a combined $28.5 million on Microsoft desktop software over three years. Forty state agencies, 16 counties, eight cities and several other government-related entities are participating in the agreement.

- The state's use of a Web site and automated system to find and manage temporary IT workers is expected to save more than $2 million during its first year of operation.

- Georgia is expected to save $9-$18 million annually on computers and peripherals by participating in a multi-state purchasing alliance.

- Three out of four IT projects fail because of a lack of effective management, costing governments millions of dollars each year. GTA assists agencies in managing key projects, including online and mail-in driver's license renewal for the Department of Motor Vehicle Safety, an immunization registry for the Department of Human Resources and enhancements for Department of Revenue collections.

Protecting Georgians' security and privacy

- GTA operates the state's data center, supporting 125 state systems,

including those used for child support payments, eligibility and electronic benefits transfer for public assistance, issuing drivers' licenses, maintaining vital records and handling pension administration for thousands of teachers and state employees.

- GTA is modernizing the state's computing capability to support more services and ensure greater security. The state has issued an $18 million bond package for the acquisition of a new data center to meet the state's growing IT and security needs.

- GTA's threat management center oversees security of the state's Internet backbone. The firewall blocks an average of 5,000 suspicious activities in a 48-hour period.

- GTA has developed a detailed privacy statement that addresses nondisclosure of personal information and protocols to safeguard online submission of information. GTA has also issued policies on information security, network access and disaster recovery.

Streamlining online access

- In July 2002, GTA launched the Georgia Enterprise Portal, www.georgia.gov, to give Georgians online access to information across state government. Menus guide users to frequently accessed services.

(Over)

- A popular new service available through the portal is online driver's license renewal. GTA partnered with the Department of Motor Vehicle Safety to offer this service.

- Another new service enables custodial parents with child support orders to check the status of child support payments online.

A revolutionary telecommunications network for Georgia

A modern telecommunications infrastructure is needed to support more services online. The Converged Communications Outsourcing Project (CCOP) will outsource and upgrade state government's telecommunications services.

The two vendors who submitted bids by the November 15, 2002, deadline are:

- EnvisionGeorgia, with IBM as prime vendor and Sprint, Resource Network International and Enterasys as key subcontractors

- ConnectGeorgia, a bid team composed of BellSouth, AT&T, Electronic Data Systems and its key subcontractors, Cingular Wireless, Cisco Systems, Information Management Systems and Science Applications International Corporation.

The contract, to be awarded in April 2003, will provide local, long distance and wireless phone service and high-speed online access for government offices and schools statewide.

CCOP will strengthen the potential for private sector investment to bring high-speed Internet connections to every Georgia county. Access to the latest technology will enable even remote areas of the state to compete for new business and educational opportunities.

Supporting state agency goals

GTA plays a critical, often "behind-the-scenes" role in enabling state agencies to perform their functions. From maintaining computer functions for processing revenue collections to assisting in the acquisition of the statewide electronic voting system, GTA helps bring important services to Georgians.

- For electronic voting, GTA managed the bid, evaluation and award process; participated in contract negotiations; and consulted on project implementation. The new system operated smoothly during its November 2002 debut.

- GTA assisted with the enhancement of a child tracking system for the Georgia Department of Human Resources (DHR). The system enables Child Protective Services to track children in foster care and families reported for child abuse or neglect if they move from one county to another. GTA is working with DHR on a plan for a full child welfare case management system.

- GTA provides telephones, wireless and data services in every Georgia county to all state agencies; colleges and universities operated by the Board of Regents; 1,190 city, county and school system offices and 24 federal government offices.

Using technology to enhance teaching and learning

The Wireless Schools Pilot Project is already providing 5,000 middle school students and their teachers around the state with laptop computers with the aim of improving student performance.